



## **Monkfrith School**

### **Complaints Policy**

We trust that your child is happy at this school. On occasions, however, a problem may arise. The great majority of problems can be sorted out informally – in person, by telephone etc. If you think that we have not taken action over a significant problem or we have made the wrong decision and you now wish to make a complaint, the procedure is as follows.

#### **School Complaints Procedure General Principles**

- This procedure is intended to allow you to raise a concern or complaint relating to the school, or the services that it provides.
- An anonymous concern or complaint will not be investigated under this procedure, unless there are exceptional circumstances.
- To enable a proper investigation, concerns or complaints should be brought to the attention of the school as soon as possible. In general, any matter raised more than 3 months after the event, being complained of, will not be considered.

#### **Raising a concern or complaint – informal Stage**

- It is normally appropriate to communicate directly with the member of staff concerned even if it is the Headteacher. This may be by letter, by telephone or in person by appointment, requested via the school office. Many concerns can be resolved by simple clarification or the provision of information and it is anticipated that most complaints will be resolved by this informal stage.
- If a satisfactory solution is not reached or in the case of serious concerns it may be appropriate to contact the Headteacher.
- If a satisfactory solution is not reached, you will need to consider whether to make a formal complaint in writing to the Headteacher.

If the problem is still not resolved then a formal complaint in writing can be made to the Chair of the Governing Body at Monkfrith School.

## Formal Stage

- If your concern or complaint is not resolved at the informal stage, you may choose to put the complaint in writing and pass it to the Headteacher, who will be responsible for ensuring that it is investigated appropriately
- You should include details, which might assist the investigation, such as names of potential witnesses, dates and times of events, and copies of relevant documents. It is very important that you include a clear statement of the actions that you would like the school to take to resolve your concern. Without this, it is much more difficult to proceed.
- If the complaint is about the Headteacher and you have already tried to resolve the issue with the Headteacher, your complaint should be passed in writing to the school office for the attention of the Chair of Governors.
- It is possible that your complaint will be resolved through a meeting with the Headteacher (or Chair). If not, arrangements will be made for the matter to be fully investigated, using the appropriate procedure. In any case you should learn in writing, usually within 5 working days of the school receiving your formal complaint, of how the school intends to proceed. This notification should include an indication of the anticipated timescale.
- Any investigation will begin as soon as possible and when it has been concluded, you will be informed in writing of its conclusion.
- If you are not satisfied with the manner in which the process has been followed, you may request that the Governing Body reviews the process followed by the school in handling the complaint .
- If you consider that the problem has not been resolved by the governing body, you have a right to make a complaint, in writing, to the Director of Education.
- If your complaint is about a particular member of the Governing body, write to the Chair of the Governing Body.
- If your complaint is about the Chair of the Governing Body write to the Director of Education.
- If you consider that the Governing Body is “acting unreasonably” or is failing to carry out its statutory duties properly, write to the Secretary of State for Education & Skills.

This policy was reviewed in March 2020.

It will be reviewed in October 2022.